

OFFICIAL FILE
ILLINOIS COMMERCE COMMISSION

FORMAL COMPLAINT

Illinois Commerce Commission
527 E. Capitol Avenue
Springfield, Illinois 62701

For Commission Use Only:

Case:

080121

ORIGINAL

Regarding a complaint by (Person making the complaint):

Sgt Peterson

Against (Utility name):

ILLINOIS ENERGY SAVINGS CORP. d/b/a US ENERGY SAVINGS CORP.

As to (Reason for complaint)

Being MISLED INTO BELIEVING I

WOULD SAVE MONEY BY SIGNING UP WITH THEM

IN REALITY MY BILLS HAVE ALMOST DOUBLED.

I FEEL I SHOULDN'T HAVE TO PAY THE

CANCELLATION FEE OF \$270⁰⁰

in Rockford Illinois.

TO THE ILLINOIS COMMERCE COMMISSION, SPRINGFIELD, ILLINOIS:

My mailing address is

5508 CROSS ST. ROCKFORD, IL 61108

The service address that I am complaining about is

5508 CROSS ST. ROCKFORD, IL 61105

My home telephone is

(815) 397-6878

Between 8:30 A.M. and 5:00 P.M. weekdays, I can be reached at

(815) 397-6878

My e-mail address is

RockBottomTiger@SBCGLOM.NET

I will accept documents by electronic means (e-mail) ☒ Yes ☐ No

(Full name of utility company)

U.S. ENERGY SAVINGS CORP

(respondent) ☒ a public utility and is subject

to the provisions of the Illinois Public Utilities Act.

In the space below, list the specific section of the law, Commission rule(s), or utility tariffs that you think is involved with your complaint.

PART 200 - (NOT SURE WHAT TO PUT HERE)

WAS INFORMED BY BARR. TO PUT PART 200.

Have you contacted the Consumer Services Division of the Illinois Commerce Commission about your complaint?

☒ Yes ☐ No

Has your complaint filed with that office been closed?

☒ Yes ☐ No

Please state your complaint briefly. Number each of the paragraphs. Please include time period and dollar amounts involved with your complaint. Use an extra sheet of paper if needed.

See Attached Sheet

Please clearly state what you want the Commission to do in this case: I WOULD LIKE TO SEE THE ICC STOP COMPANIES LIKE U.S. ENERGY FROM GOING INTO PEOPLE'S HOMES & MISREPRESENT THE TRUTH. THEY LIE & SAY WHAT THEY NEED TO MAKE MONEY. I WOULD ALSO LIKE THE ~~FEES~~ CANCELLATION FEE TO BE DROPPED.

NOTICE: If personal information (such as a social security number or a bank account number) is contained in this complaint form or provided later in this proceeding, you should submit both a public copy **and** a confidential copy of the document. Any personal information contained in the public copy should be obscured or removed from the document prior to its submission to the Chief Clerk's office. Any personal information contained in the confidential copy should remain legible. If personal information is provided in your public copy, be advised that it will be available on the internet through the Commission's e-Docket website. The confidential copy of any filing you make, however, will only be available to Commission employees. If you file both a public and confidential version of a document, clearly mark them as such.

Today's Date: 2-19-08
(Month, day, year)

Complainant's Signature: [Signature]

If an attorney will represent you, please give the attorney's name, address, telephone number, and e-mail address.

When you finish filling out this complaint form, you need to file the original with the Commission's Chief Clerk. When filing the original complaint, be sure to include one copy of the original complaint for each utility company complained about (referred to as respondents).

VERIFICATION

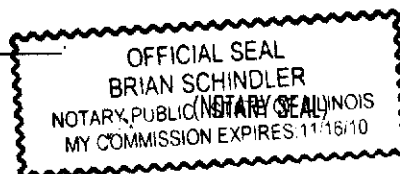
A notary public must witness the completion of this part of the form.

I, Scott Peterson, Complainant, first being duly sworn, say that I have read the above petition and know what it says. The contents of this petition are true to the best of my knowledge.

[Signature]
Complainant's Signature

Subscribed and sworn/affirmed to before me on (month, day, year) 2-19-08

[Signature]
Signature, Notary Public, Illinois



NOTE: Failure to answer all of the questions on this form may result in this form being returned without processing.

1. On February 10, 2007 a US Energy representative came to my door, and he told me of their program. He was a very good salesman, and he made it sound like a great idea. He told me how natural gas prizes were "definitely" going to go up. It made sense to me as he also said to look at gas prices and how much they were going up. Looking back I should have realized gas and natural gas are two completely forms of energy; you cannot compare petroleum to natural gas which this salesman did. I have realized that I should have researched Nicor's price per therm before signing anything. I did sign the contract thinking I would be saving money, one of the many things the salesman misled me in.

2. After receiving my January 11, 2008 Nicor bill of \$165.35, I was flabbergasted. This was THE highest Nicor bill I have EVER had in over 27 years of paying Nicor bills. I immediately called Nicor to see what was going on. They informed me that US Energy was charging \$1.19 per therm, and Nicor was at \$0.65 per therm. Nicor advised me to call US Energy to cancel immediately. I called US Energy to cancel their service, and they tried to get me to reconsider. I said no way, considering after one year of service with US Energy I did not save one penny and would not be saving any in the immediate future. US Energy informed me that there would be a fee of \$270 due to early cancellation which is the basis of my complaint. They informed me there was nothing I could do since I had signed a contract. What really upset me the most was that we keep our thermostat set between 60 and 63 degrees all winter, and this is still the highest bill I've had. All my previous bills were in reason, I thought, and that is why I did not challenge any of the bills I had received. For one year US Energy made a bunch of money on my mistake or on their scam as I would like to think.

3. On US Energy's paper work I received on the day of signing, it states that by signing up I will reduce my exposure to the volatility of natural gas. Looking up Nicor's price per therm for the past year, Nicor has remained extremely constant at about \$0.65 per therm - anything but volatile.